

Video Conferencing

Product Summary

Video Conferencing is a tool that can be used to connect locations enabling meetings, training and other events to be conducted without requiring the attendees to travel to a common location. Video conferencing utilizes the State microwave network (see diagram:

<http://techstuff.state.ut.us/SiteFiles/StateofUtahVidNet.gif>) and carrier T1 tail circuits to provide this service to the Executive Branch of Utah State Government. The state microwave network was designed and is maintained by ITS. It is a reliable (designed to meet 99.9995% reliability) and cost effective means of providing this service. The network is maintained 24x7 by trained ITS technicians. Video conferencing is extended into many parts of the state. Additionally, connections are provided to Ednet and the outside world. Conferences can be point-to-point or bridged between multiple sites. At this time, ITS does not support IP/LAN video services.

Description of Services

ITS uses an ISDN PRI based H.320 video conferencing network. ITS utilizes its microwave network and carrier T1 tail circuits to extend the video network into many parts of the state. H.320 networks offer dedicated bandwidth, switched circuits, and high reliability. H.320 is also cost efficient in comparison to IP based video networks.

ITS connects the customer sites to strategically placed T1 mux (multiplexer) units to share dedicated T1 bandwidth. All circuits terminate in a large T1 mux at the State Office Building. From this mux, connections are made to the State Office Building PBX (for routing out to long distance connections) and to a video bridge for multipoint connections.

The customer location requires video equipment that is compatible with the State Microwave Network. The Polycom Viewstation V.25, Picturitel Venue, or the Picturitel Concorde works well. The base equipment includes the monitor, camera, remote control unit, speakers, videocassette recorder, and power supply. Maintenance contracts are required on all equipment.

Bridging services are provided for multipoint conferences. Additionally, for customers who do not have a video connection at their site but are interested in holding a conference have the option of renting a conference room from ITS. Available rooms are set up and ready to go. However, the room will need to be scheduled with ITS.

Product Features

Video Conference Features	
Feature	Description
Robust network	<ul style="list-style-type: none"> • Lucent bridge, dedicated bandwidth all contribute to providing a top-quality connection.
ISDN connections	<ul style="list-style-type: none"> • H.320 standard / 384 kbps
Bridging capabilities	<ul style="list-style-type: none"> • time.
Remote management/Support and Service	<ul style="list-style-type: none"> • Installation, problem resolution, and training.
Mobile Equipment	<ul style="list-style-type: none"> • a connection.
Reporting options	<ul style="list-style-type: none"> • Reports can be generated to show the activity and success rate

Panoramic view	•
Easy communication	• Can communicate freely, naturally, or mute when needed.
Interfaces/Integration	• states (DOT), or any location that has compatible equipment.
Scheduling	•
Regular Scheduled Testing	• regular basis, and prior to each conference to ensure the connection is active.

Product Benefits

Video Conference Benefits	
•	Reduce costs – money is not spent for lodging, travel, meals, or per diem.
•	
•	Able to participate in meetings as if you were there. Can read non-verbal communications.
•	expense.
•	ISDN uses traditional numbering plan
•	

Services Not Included with this Product

Services Not Included With This Product	
•	Video over IP
•	
•	Gateway to connect to a hybrid (H320 - -> H323)

ITS Responsibilities

ITS Responsibilities	
•	Scheduled testing of connections and equipment
•	
•	Provide maintenance
•	
•	Provide free practice time.
•	

Customer Responsibilities

Customer Responsibilities	
•	Check availability of rooms.
•	

<ul style="list-style-type: none"> Schedule conference three (3) business days in advance. ITS will make every effort to complete a request for video resources, but will make no guarantees of being able to process a requested due date that is less than three (3) business days from the date the scheduling request is submitted.
<ul style="list-style-type: none"> equipment connection has not been terminated. If unable to make connection, the customer should contact the ITS Customer Support to open a trouble ticket. (See ITS Customer Support).
<ul style="list-style-type: none"> Test the conference setup 15 minutes prior to scheduled time of conference.
<ul style="list-style-type: none">

ITS Customer Support

ITS Customer Support
<ul style="list-style-type: none"> Problem resolution is managed through industry best practices using Remedy Help Desk Support Process.
<ul style="list-style-type: none"> degradation, and number of affected users.
<ul style="list-style-type: none"> Problems can be submitted 24 x 7 via the Web, Live Chat, or telephone.
<ul style="list-style-type: none"> p.m.).
<ul style="list-style-type: none"> Initial response to submitted problems is within two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.
<ul style="list-style-type: none"> priorities and ten business hours for medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities. Remote locations (outside of the Wasatch Front) are not included in these problem resolution targets, however, ITS will make every effort to resolve any problems as soon as possible.
<ul style="list-style-type: none"> Resolution performance is measured regularly.

System Requirements

System Requirements
<ul style="list-style-type: none"> Video room equipment
<ul style="list-style-type: none">
<ul style="list-style-type: none"> Modem for maintenance and testing (new technology may make this an optional requirement)
<ul style="list-style-type: none">

Product Rate

Product Rate	
Component	Cost
Monthly charges:	

	•	•
	• Modem	• \$28
	• PBX, Bridge, M200, M60, PRIs to the outside world.)	•
	• Vendor equipment maintenance	• Vendor cost + 10%
One time charges:	•	•
	• State Microwave T1 facility	• \$500
	•	•
Bridging charges:	• \$40/hr/site	
ITS Room Rental:	•	

Video Conference Provisioning

Ordering the Product

To request video conference bridging services:

1. Verify availability of rooms. The agency or customer must check the availability of the rooms. ITS only schedules rooms for the ITS dedicated sights.
2. Availability of ports. Send an email to [Video Conference Scheduling](#) with your conference information.
3. The Customer/Agency will complete an order request form available on the ITS web site, <http://its.utah.gov/productsservices/videoprods/videoconferencing/videoconferencing.htm>. Information required includes:
 - a. Name of the conference,
 - b. Main contact person,
 - c. Contact phone number,
 - d. Date of the conference,
 - e. Time of the conference, and
 - f. Sites involved (if an out-of-state site, you will need to provide a contact's name and phone number),
 - g. Will you be needing to rent an ITS room?
 - h. DAS ID Code for billing. If you are not sure of your DAS ID Code, contact your accounting office for assistance.
4. The ITS Order Desk will confirm information, create order, and dispatch to video technician.

To cancel or change a video conference reservation

To cancel or change a video conference reservation, you may call the ITS Customer Support Center at (801) 538-3440 or (800) 678-3440. Changes or cancellations should include the date and time the conference is scheduled, and details of the change. To avoid charges, please cancel conference within 24 hours of conference.

To establish a video conference site:

1. The Customer/Agency will complete an order request form available on the ITS web site, <http://its.utah.gov/productsservices/vidoprods/videoconferencing/videoconferencing.htm> that will define the agency's video conferencing requirements.
2. The Customer/Agency will obtain a price quote for the video room equipment from the equipment provider and provide the quote to ITS for approval.
5. ITS will review the price quote to determine if the equipment is compatible with the State's Video Network, resolve any compatibility issues with the equipment provider, and provide authorization for the agency to purchase the equipment.
6. The Customer/Agency will order the video equipment that has been approved by ITS and remits payment directly to the equipment provider.
7. ITS will coordinate the installation of the network facilities and video room equipment with the equipment provider and the agency.
8. The equipment provider will install the equipment and train the agency on the use of the video room equipment.

Product tracking and billing

Currently, this process is managed by our Customer Support Center using GroupWise to schedule and track the conferences and the number of hours used. The CSR then provides a report to the ITS accounting department for manual billing to the customer using the Debits and Credits system.

A project has been requested to further automate the process. When the project is complete, the customer will have the ability to search the availability of conference sites and ports, submit a request to the Telecom Order Desk via an electronic form on the web, and receive confirmation the request was received. The confirmation will provide an order number for tracking purposes. The time and charges for the conference will be tallied in the order and will be the billing mechanism for the customer. The customer will receive their bill along with their monthly telephone bill.

The product manager will maintain a customer profile on each customer and track the usage of the product using information for the Aries billing system. Reports will be provided to the agencies upon request.

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.